

# WWW.CI.BLOOMINGTON.MN.US BRIEFING



## CELEBRATING-OUR-SESQUICENTENNIAL

FEBRUARY 2008

- PAGE 2. 150 Years of excellence.
- PAGE 3. 2008 General Fund Budget.
- PAGE 4. Earth Action Heroes.
- PAGE 5. Out and about.
- PAGE 6. Adult and youth activities.
- PAGE 7. Taste of Chocolate!
- PAGE 8. Sesquicentennial calendar.

### WHY THE NEW LOOK? SESQUICENTENNIAL CELEBRATION

**T**HE CITY'S MAJOR COMMUNICATIONS media feature a new look in 2008 in honor of Bloomington's Sesquicentennial celebration. The Sesquicentennial logo, which combines the OLD (an illustration of Bloomington's Old Town Hall) with the NEW (the land, river and colors of the City of Bloomington logo), is now highlighted within redesigned banners on the *Briefing* and the City's Web site *CityWEB*.



### TASTE OF JAPAN AN EVENING OF JAPANESE CULTURE



**J**OIN THE BLOOMINGTON SISTER CITY Organization for an evening of food, fun and festivities that will include cultural activities, a silent and live auction, entertainment and a Japanese dinner. Taste of Japan will be held on **Saturday, March 1**, at Bloomington Civic Plaza, 1800 W. Old Shakopee Road. For information, call 952-563-8713.

### CITY BUS SERVICE TRANSPORTATION OPTIONS

**T**HE CITY OF BLOOMINGTON bus service is a group route, door-to-door transportation service for older adults, people with disabilities and others based on space and availability. Buses are wheelchair-lift equipped. Tokens or exact change are required. For more information or to find out about the bus schedule, call 952-563-4948 or 952-563-4957 V/TTY.



## 2008 HOME IMPROVEMENT FAIR IDEAS, ADVICE AND DEMONSTRATIONS



**T**HE CITY OF BLOOMINGTON and the Housing and Redevelopment Authority (HRA) will host the eighth Home Improvement Fair, **Saturday, February 16, 9:30 a.m. - 2:30 p.m.**, at Bloomington Civic Plaza, 1800 W. Old Shakopee Road.

If you're thinking of making home improvements, you won't want to miss this free event. Fairgoers will be able to visit more than 60 home improvement exhibits, attend 16 how-to seminars, ask questions and get ideas for remodeling projects. Participating exhibitors will represent a multitude of trades, ranging from window replacement to porch additions. Representatives from several City divisions will be available to answer questions.

For more information, call HRA Program Manager Bryan Hartman at 952-563-8943 or visit [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us), keywords:

Home improvement fair.

## ASK THE CITY HITS THE WEB NEW ONLINE RESOURCE FOR RESIDENTS UNVEILED

**B**LOOMINGTON HAS ALWAYS been on the cutting edge of technology. In 1996, Bloomington was one of the first governments in the nation to introduce a Web site. As technology evolved, the City's Web site has provided many benefits to residents. Today, it would be unthinkable to not provide information this way.

*Ask the City*, a customer relationship management system, is an example of using current technology to best meet customer service needs in the 21st century. The system provides a concise way to ask a question, report a complaint and get resolution quickly.

While online, you may search for answers to the most frequently asked questions, submit specific questions and start a service request ticket. A service request may be anything from fixing a pothole to investigating a noise complaint.

"We are continuously looking for ways to improve our customer service and *Ask the City* is one more tool we now have at our disposal," said Communications Administrator Janine Hill.

Do you have questions about City facilities, building permits, utilities or

licensing? *Ask the City* has answers. This innovative system is designed to be an easy and fast way to:

- View the top questions and answers of the week.
- Search hundreds of frequently asked questions using keywords.
- Create a service request to ask for help or action from the City.
- Follow up on service requests.

*Ask the City* also tracks how requests are resolved. It provides an opportunity to analyze how the City conducts business and uncover ways to improve customer service. The system simplifies the flow of information, thus ensuring a good experience for all users.

*Ask the City* is accessible online from the City's main Web page at [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us) and by phone or in person through employees of the City.

The new system, which launched in January, is just one more example of the City's efforts to expand its 24/7/365 service availability. For more information, call Communications Administrator Janine Hill at 952-563-8819.

### ASK THE CITY: IT'S EASY!



**1** You or a City staff member starts the process by submitting a service request online.



**2** Routed to the appropriate staff, the request is reviewed and assigned.



**3** During the process, you may view the progress updates until the task is completed.

### SPRING 2008 CITYWIDE CURBSIDE CLEANUP DISPOSE OF YOUR UNWANTED ITEMS

- Set materials at the curb before 7 a.m. on your pickup day. Trucks will go through only once.
- **Seniors or disabled residents:** Contact your Neighborhood Watch block captains – or call 952-563-8737 V/TTY in advance for assistance.

IF YOU LIVE	SATURDAY PICKUP IS
East of Portland	April 12
Penn to Portland	April 19
France to Penn	April 26
Normandale to France	May 3
West of Normandale	May 17



CITY OF BLOOMINGTON  
1800 WEST OLD SHAKOPEE ROAD  
BLOOMINGTON MN 55431-3027

Presort Std  
U.S. Postage  
PAID  
Mpls., MN  
Permit  
#2293

ECRWSS  
POSTAL CUSTOMER